Meridian 1

Option 11C and 11C Mini

Central Answering Position Guide

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About this guide

This document is a global document. Contact your system supplier or your Nortel Networks representative to verify that the hardware and software described is supported in your area.

This guide describes the Central Answering Position (CAP) used with Option 11C systems. The information in this guide includes:

- A description of what the CAP is and a list of the required equipment.
- Procedures for configuring the CAP.
- Procedures for installing and removing key expansion modules.
- Procedures for logging onto the ACD queue.
- A description of the common CAP features, including step-by-step procedures on how to use these features.

Chapter 1 — About the CAP

General information

The Central Answering Position (CAP) is an alternative to the M2250 attendant console, and must be a Meridian Digital 2616 or 2216 Automatic Call Distribution (ACD) telephone. It provides many console features including responding to requests for information, transferring, parking, and placing calls. If you choose to add an optional key expansion module(s), the CAP also has Direct Station Select and Busy Lamp Field features.

The equipment required for a basic CAP is:

- an M2616 or M2216 ACD digital telephone
- an ACD Liquid Crystal Display (LCD) display

  Note: With the M2616 CAP telephone, you must use an ACD display.

- optional key expansion module(s)

Up to two NT2K22XH Meridian key expansion modules can be used with the CAP for a total of 60 keys (22 keys per module, plus 16 keys on the telephone). If you use key expansion modules, you require a local power supply and power board as well as an expanded telephone footstand.

A pre-programmed Option 11C system uses an attendant console; if the console is not activated or is unstaffed it is said to be in “night” service. Calls that come in to be answered by a console that is not activated or is in night service are transferred to the CAP extension number (ACD queue). Calls are placed in the queue in the order of their arrival.

The CAP receives all calls that come in on the ACD queue. To answer calls, the CAP agent must be logged onto the ACD queue. There are two ways of logging onto the ACD queue, described in the chapter of this guide called "Logging into the ACD queue."

If multiple CAP telephones are configured, calls are distributed among these positions. For example, the CAP that has been idle the longest receives the next incoming call. If equipped, a recorded announcement (RAN) can be used to advise the calling party of any delay in answering.

CAP functionality versus M2250 functionality

Although the CAP is an attendant position, it does NOT operate in the same way as the M2250 Attendant Console. The CAP is an ACD agent, and therefore provides attendant functionality in a different manner than the Attendant Console.

> ***Note:*** The CAP console should not be viewed as having M2250 attendant console capabilities because it is just a M2616 or M2216 digital telephone with optional key expansion modules. As a result of this limitation, the CAP set does not have access to attendant features such as Network Attendant Services (NAS).

Table 1 illustrates the CAP features which duplicate or simulate attendant console features.

Table 1
CAP features versus M2250 features

Central Answering Position (CAP)	M2250 Attendant Console
Override	Busy Verify
Not Ready.	Position Busy
Make Set Busy (Night Service is entered when the last Central Answering Position logs out of the ACD queue by depressing the Make Set Busy Key).	Night Service
A Night Service key can also be defined, for the ACD DN with that service.	
Transfer / No Hold Conference.	Release (to extend)
Transfer.	Exclude Source/Destination
Conference / No Hold Conference.	Conference
In Calls Key (Key 0) - incoming calls only.	Loop Key 0
(1 or more DN keys can be assigned for outgoing calls.)	
Call Forward and Busy Status (BFS) and Add-on modules.	Busy Lamp Field
Keys configured as BFS keys enable you to connect to an extension by pressing a single key.	Direct Station Select
ACD position configured as supervisor and provisioned with an ACD agent observe key.	Supervisor Console
Overflow/Interflow.	Attendant Overflow Position
ACD Recorded Announcement.	Attendant RAN
ACD position configured as supervisor and provisioned with a Display Calls Waiting key.	Call Waiting Indicator

Attendant Console features not available with a CAP

The following is a list of Attendant Console features that are not available with a CAP:

- The CAP does not have the capability to provision feature keys which function like incoming call indicators.
- The following attendant features have no equivalent on the CAP:
  - — Trunk Group Busy
  - — Incoming Call Indicators
  - — Attendant Administration Function Keys
  - — Multiple Loop Keys (for incoming/outgoing calls)
  - — Signal Source/Destination

The above information should be carefully considered when deciding between the functionality of a CAP and that of an M2250 Console.

Chapter 2 — Configuring your CAP

General information

This chapter contains the following information:

- descriptions and diagrams for the CAP key layout and the key expansion module(s)
- procedures and a diagram about how to install and remove the key expansion module(s)
- overlays that you use to configure your CAP telephone on a TTY.

Key layout

A number of features make it easy for you to respond to and transfer calls using the CAP. Each CAP telephone is pre-configured with certain features. (Pre-programmed data can be found in Appendix A of the *Option 11C Planning and Installation* (553-3021-210) or the *Option 11C Mini Planning and Installation* (553-3021-209).

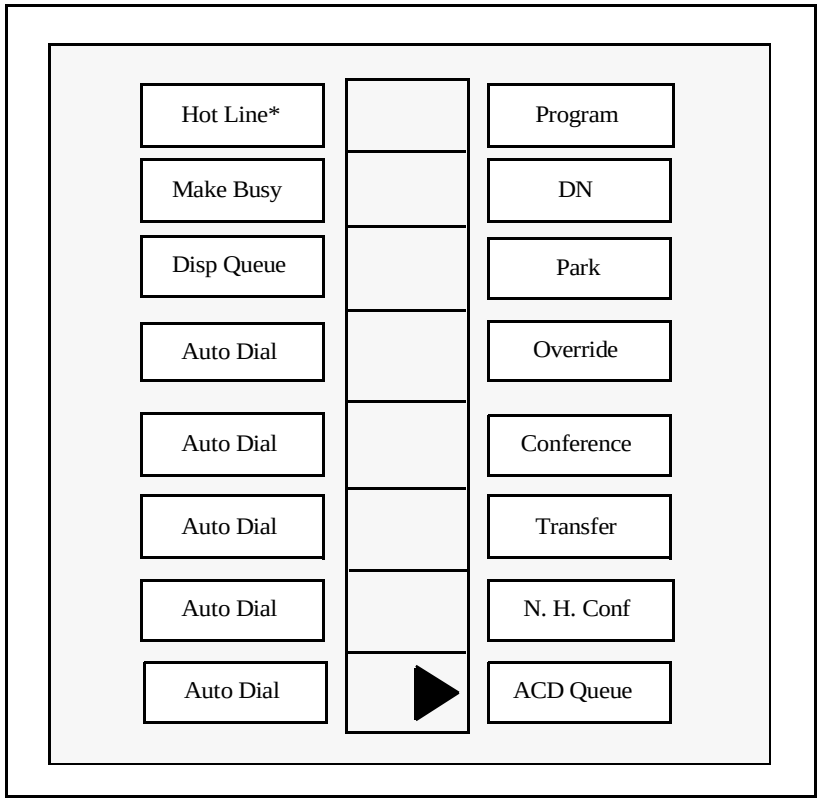
To activate pre-configured CAP data, select a CAP model using the administration telephone and carry out the appropriate overlays on the CAP, which is described later in this chapter. You are not locked into the pre-configured model however. If you choose, you can change features to meet your specific needs.

The feature keys shown in Figure 1 provide an example of the most commonly used CAP functions. The CAP extension key (ACD queue) is found at the bottom right hand corner of the keypad and has a default extension number.

> ***Note:*** The chapter in this guide called "Using common CAP features" briefly describes the common features for a CAP and gives detailed instructions on how to use each feature.

Figure 1 shows the model feature key assignments on the CAP telephone. These are the features you get when you select a CAP model using the administration telephone.

Figure 1
Default M2216 or 2616 CAP model



* This key is used to connect to the office paging system. Assign it with the paging route access code and define it when you activate the telephone.

Key expansion modules

Up to two optional Meridian Key Expansion Modules (NT2K22XH) can be used with the base CAP telephone. The keys in Figure 1 show the key expansion module with example labels for department or individual names. These keys act as Direct Station Select (DSS) keys and Busy Lamp Field arrays. Each of these keys is programmed with the Terminal Number (TN) of the telephone to which it corresponds. To program these keys use LD 11, explained later in this chapter.

You can use these keys to visually find out the status of a telephone, or to contact and extend calls to telephones. The status of a telephone is indicated by the key lamp in the following ways:

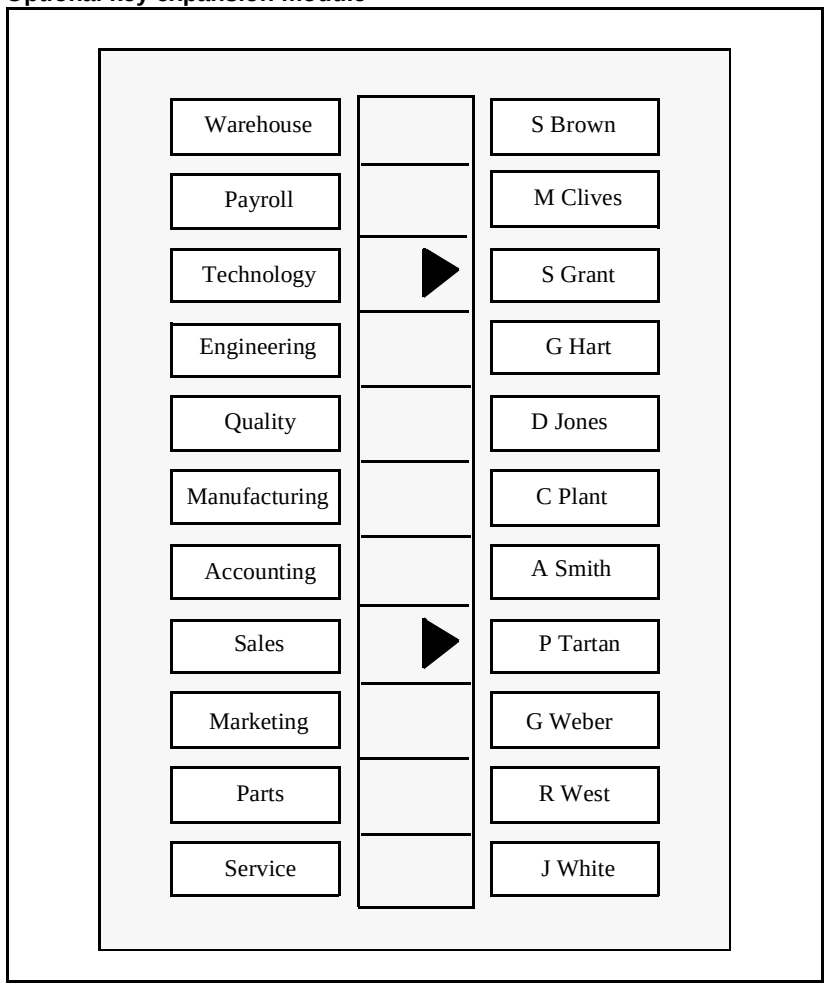
Idle — The key lamp is off.

Busy — The key lamp is steadily lit.

Forwarding — The key lamp is flashing.

Figure 2 shows an example of a key expansion module.

Figure 2
Optional key expansion module



Installing the key expansion module(s)

Use this procedure to add one (single) or two (double) key expansion modules to the M2616 or M2216 ACD CAP telephone.

Note: Before installing the key expansion module(s), make sure that you have the associated footstand, the power supply board, and the additional power source.

1 Remove the telephone handset and place the telephone upside down on top of a level, solid work surface covered with soft material or paper to avoid damaging the keys or the telephone face.

2 Disconnect all cords from the telephone.

3 Remove the two screws from the stand assembly and unsnap it from the telephone by pressing inward at the back of the stand (where it meets the base) and pulling upward.

Note: If you are using an M2616 telephone and it is equipped with a Programmable Data Adapter, the Programmable Data Adapter must be removed and installed into the key expansion module footstand.

4 If the telephone is not yet equipped with the power board, install the power board now.

5 Align the bottom of the key expansion module(s) to the bottom of the telephone. (Refer to Figure 3.)

6 Snap the end of the ribbon cable connector(s) into the bottom interface jack on the key expansion module. Snap the other end of the ribbon cable into the interface jack in the left side of the telephone. Gather the excess cable in the base of the key expansion module.

7 If you are adding a second key expansion module, snap the end of a second ribbon cable connector into the bottom interface jack on the second key expansion module. Snap the other end of the ribbon cable into the top interface jack on the first key expansion module. (Refer to Figure 3.) Gather the excess cable in the base of the second key expansion module.

8 If the telephone is equipped with a Programmable Data Adapter, reconnect the data cable to the base telephone jack. Make sure that the Programmable Data Adapter cable and the interface cable do not get pinched between the base and the stand.

9 Secure the footstand to the key expansion module(s) and to the telephone by placing the footstand tabs into the slots provided on the base of the key expansion module and telephone and pressing down. Make sure that the stand is firmly attached to the base. Ensure that the ribbon cable(s) are not pinched between the footstand and the mounting posts.

10 Insert the three (or four if you have two modules) self-tapping Phillips head screws supplied with the key expansion module into the mounting holes in the bottom of the footstand. Tighten the screws firmly with a #1 Phillips screwdriver.

11 Tighten all screws, replace all cords and place the telephone in its normal operating position. Place the label supplied with the key expansion module(s) on the bottom cover of the telephone (or the footstand) for tracking purposes.

12 Perform the self test and acceptance test procedures. (Refer to the *X11 Administration* (553-3001-311) for information about these test procedures.)

End of Procedure

Removing the key expansion module(s)

Use this procedure to remove one (single) or two (double) key expansion modules to the M2616 or M2216 ACD CAP telephones.

1 Remove the telephone handset and place the telephone upside down on top of a level, solid work surface covered with soft material or paper to avoid damaging the keys or the telephone face.

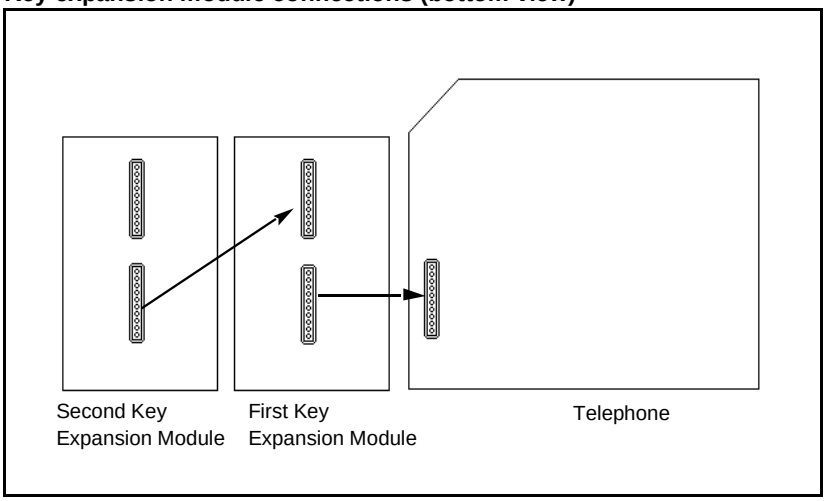
2 Disconnect all cords from the telephone.

3 Remove the screws from the stand assembly (where it meets the key expansion module) and unsnap the stand assembly from the key expansion module and the telephone by pressing inward at the back of the stand (where it meets the base) and pulling upward.

4 Remove the interface cable from the telephone by pressing down on the locking tab. If you have an interface cable on the first key expansion module (closest to the telephone), remove it now.

———————— ***End of Procedure*** ————————

Figure 3
Key expansion module connections (bottom view)



For more information about installing key expansion modules, refer to *Telephone and Attendant Console: Installation* (553-3001-215).

Configuring your CAP

The Central Answering Position (CAP) can be configured using the CAP telephone model as described in the *Option 11C Planning and Installation* (553-3021-210) or the *Option 11C Mini Planning and Installation* (553-3021-209).

The CAP can also be configured using a TTY.

To configure the CAP use the system's TTY to access the following overlays in the order listed below.

> ***Note:*** The following is a summary of the steps to follow when configuring the CAP from a TTY. Refer to the *X11 Administration* (553-3001-311) for a complete listing of prompts and responses for the following overlays.

LD 16: Use this overlay to configure your RAN trunk routes.

LD 14: Use this overlay to configure your RAN trunks.

LD 23: Use this overlay to configure the CAP queue.

LD 15: Use this overlay to do the following:

- Define and modify the attendant extension number.
- Define the night number and time.
- If necessary, define a second night number and time.
- Define customer options.

LD 11: Use this overlay to define the CAP features, including Busy Lamp Field and Direct Station Select.

LD 16 - Defining and modifying trunk routes

Refer to the *X11 Administration* (553-3001-311) for a complete listing of prompts and responses for the following overlay.

To configure RAN trunk routes, respond as follows for prompts in this overlay:

Prompt	Response	Explanation
REQ	aaa	“aaa” = NEW, OUT, CHG, END
TYPE	bbb	“bbb” = trunk type (COT, TIE, DID, etc.)
DMODL	ccc	“ccc” = the route default model number for this route.

LD 14 - Defining and modifying trunks

Refer to the *X11 Administration* (553-3001-311) for a complete listing of prompts and responses for the following overlay.

To configure RAN trunks, respond as follows for prompts in this overlay:

Note: LD 14 is also used to assign incoming trunks with a Priority (via CLS=APY).

Prompt	Response	Explanation
REQ	aaa	"aaa" = NEW, OUT, CHG, MOV, END
TYPE	bbb <M>	"bbb" = the trunk type (COT, TIE, DID, etc.) "M" is optional. Enter "M" if you are using a model trunk.
MODL	ccc	"ccc" = a 1 to 3 digit model number. This prompt comes up only if you enter a value for "M".
TN	cc uu	If you enter a value for "M "this prompt does not appear.
CDEN		If you enter a value for "M" this prompt does not appear.
TOTN	cc uu	If you enter a value for "M" this prompt does not appear.

LD 23 - Configuring ACD as the night number

Refer to the *X11 Administration* (553-3001-311) for a complete listing of prompts and responses for the following overlay.

The CAP queue (ACD queue) is configured using LD 23. Respond as following for the specified prompt:

Prompt	Response	Explanation
REQ	NEW	
TYPE	ACD	“ACD” = ACD data block
CUST	0 - 31	customer number
ACDN	xxxx	“xxxx” = ACD directory number
MWC	NO	not message center
ACPQ	(NO), YES	answered calls are (are not) given priority when re-entered in queue
AST	<CR>	Associated set (used with Meridian Link only).
DSAC	<CR>	Server IS/data service access code (used with Meridian Link only).
MAXP	1-120	Maximum number of positions.
SDNB	(NO), YES	Block (or not) calls to the Secondary DN.
BSCW	(NO), YES	Block (or not) calls to the secondary DN on walkaway.
ISAP	(NO), YES	ACD messages sent (not sent) across the ISDN/AP link.
RGAI	YES, NO	Ring again for internal calls.
FRRT	0-511	First RAN route number for ACD.
FRT	0-2044	Time in seconds allowed before unanswered incoming ACD calls are connected to the first RAN (appears if FRRT RAN route number is identified above).

Prompt	Response	Explanation
SRRT	0-511	Second RAN route number for ACD.
SRT	0-2044	Time in seconds before second RAN is connected to ACD calls (appears if SRRT RAN route number is identified above).
NRRT	0-127	RAN route number assigned as night announcement for ACD calls.
FROA	(NO), YES	First RAN to be given to incoming calls immediately
NCFW	x...x	Night call forward DN for ACD calls (up to 23 digits)
FORC	(NO), YES	Call forcing option

LD 15 - Configuring customer options

Refer to the *X11 Administration* (553-3001-311) for a complete listing of prompts and responses for the following overlay

In LD 15, respond as follows for the specified prompts:

Prompt	Response	Explanation
REQ:	CHG	change
TYPE:	NIT	Night Service
CUST	0-99	Customer Number
NIT1	xxxxxxx	xxxxxxx is the ACD directory number of the CAP queue defined in LD 23. Up to 7 digits are allowed if the DNXP package is equipped, otherwise only 4 digits can be entered.
TIM1	hh mm	Hour and Minute for First Night Service DN
...		
REQ:	CHG	change
TYPE:	MPO	Multi-Party Operations
CUST	0-99	Customer Number
FMOP	YES	set misoperation prompts
- RGNA	STD ATN	Ring No Answer treatment
- AOCS	<CR>	
- RCY1	<CR>	
- RCY2	1 - (6) - 15	Ring Cycles before forwarding to attendant

In LD 15, the customer data block, the prompt ***ATDN***, or Attendant Directory Number, defaults to ***0***. When ***0*** is dialed by a station user, the nonexistent console is seen by the Option 11C as being in night service. Therefore, all dial ***0*** calls are directed to the night number, which is the ACD directory number of the CAP.

All calls redirected to the CAP which are subsequently transferred to a station, may be redirected to Meridian Mail or recalled to the CAP ACD queue. The software associated with this produces prompts in LD 15, which determine whether or not a call is recalled to the CAP queue or redirected to a forward no answer destination such as Meridian Mail.

LD 11 - Configuring your CAP

Refer to the *X11 Administration* (553-3001-311) for a complete listing of prompts and responses for the following overlay

In LD 11, respond as follows for the specified prompts:

Prompt	Response	Explanation
AOM	0, 1, 2	add-on modules 0, 1, or 2
CLS	SPV ADD SWA	“SPV” = supervisor “ADD “= automatic digit display “SWA” = station-to-station call waiting allowed
KEY	0 ACD xxxx yyyy	“xxxx” = ACD queue directory number “yyyy” = position ID
	xx MSB	“xx” = key number MSB = Make Set Busy
	xx DWC yyyy	“xx” = key number DWC = ACD Display Waiting Calls “yyyy” = ACD-DN
	xx TRN	“xx” = key number TRN = Transfer
	xx AO6	“xx” = key number A06 = Conference
	xx NHC	“xx” = key number NHC = No Hold Conference
	xx PRK	“xx” = key number PRK = Call Park
	xx BFS aa bb	“xx” = key number BFS = Busy-Forward Status “aa bb” = TN (repeated for all digital stations being monitored)

Chapter 3 — Logging into the ACD queue

General information

There are two different procedures for logging into the ACD queue. The method by which you log in depends on whether your Option 11C system is configured in “Position I.D.” mode or “Agent I.D.” mode. The following procedures describe how to log in and out of the ACD queue for each type of system configuration.

Option 11C configured in “Position I.D.” Mode

Logging into the ACD queue:

- The CAP is in the “Make Set Busy” state.
  - — The “Make Set Busy” lamp may or may not be on.
- Pick up the handset.
- Press the “Make Set Busy” key.
  - — You are now logged into the ACD queue.

Logging out of the ACD queue:

- You are logged into the ACD queue.
- Press the “Make Set Busy” key or unplug the headset.
  - — You are now logged out of the ACD queue.

Option 11C configured in "Agent I.D." Mode

Logging into the ACD queue:

- The CAP is in the "Make Set Busy" state.

  — The "Make Set Busy" lamp may or may not be on.

- Press the "Make Set Busy" key.
- Enter your agent I.D.

  Note: The length and valid range of numbers in your agent I.D. depends on how the "ADS" feature is programmed in LD 23.

  You are now logged into the ACD queue.

Logging out of the ACD queue:

- You are logged into ACD queue.
- Press the "Make Set Busy" key on the CAP or unplug the headset.

  — You are now logged out of the ACD queue.

Chapter 4 — Using common CAP features

This chapter describes each of the commonly configured features on the CAP and explains how to use them. The feature keys in the key layout diagram in the previous chapter correspond to the features listed in this section. All of the features are listed in alphabetical order.

Note: If you are using a M2616 as your CAP and are logged into the CAP queue, placing the handset in the cradle or unintentionally pressing the switchhook will automatically log you out. In this situation, the lamp is not lit. The only situation that this will not occur in is if you have the HOML prompt set to "YES" in LD 23. If this prompt is set to "YES", you must press the Make Set Busy key to log out.

Conference

This key allows the CAP to create conferences and to join parties together. The first party is put on hold while the second party is being added.

Adding a person to a call:

- You have answered a call from the ACD Queue.
- Press **Conference**
- Dial the number of the person to be added to the call.
  OR
  Press the appropriate Direct Station Select key.
- The incoming call is put on hold.
- You can consult with the person called when they answer.
- Press **Conference** to link the conference.
- You can repeat the process to add more people to the call.
  OR
  Press **RIs** to disconnect yourself from the call.
- To talk with two people back and forth, press **Hold**, placing your second caller on hold, and press the ACD queue key to connect with your first caller. To connect to the second caller, press **Hold** and then press **Conference**.

Direct Station Select (BFS)

Keys configured as Busy Forward Status (BFS) keys enable you to connect to an extension by a BFS key. The keys on the add-on module(s) work as Direct Station Select (DSS) keys.

> ***Note:*** When you press a DSS key, it is important to remember that you need to press an extension (DN) key first.

Making a Direct Station Select call:

- Press the DN key.
- Press the DSS extension key.

Directory Number (DN)

This key is used for internal calling or when required by one of the feature keys. For example, you use the DN key to retrieve a parked call. If you have a PBX system, this feature can be used for outgoing public network calls.

> ***Note:*** To make outgoing calls from the CAP you must use the DN key. You cannot use the ACD queue to make outgoing calls, since it is only able to receive calls.

Making an internal call:

- Lift the Handset.
- Press the **DN** key.
- Dial the extension of the person that you want to call or press the DSS key.

Display Queue (Disp Queue)

This key shows the number of calls in the queue, the number of staffed CAPs, and the waiting time of the oldest call in the queue. With this feature, the telephone does not have to be idle for you to display information. If the CAP is an M2616, you must have an ACD display, as a regular business display will not support this feature.

> ***Note:*** To use this feature, the CAP must be programmed to have Supervisor (SPV) class of service. This is done in LD 11.

Displaying CAP information:

- Press the **Disp Queue** key.

Removing the information from the display:

- Press the **Disp Queue** key again.

Make Busy

This key allows the CAP to indicate that it is not staffed or cannot receive calls. When the CAP is in the Make Busy state, calls are directed to the programmed night call forward number for the CAP queue.

Making the CAP appear busy:

- Press **Make Busy**.
  OR
  For an M2616 CAP, place the handset in the cradle or press the hookswitch.
- The indicator comes on.

Canceling the Make Busy feature:

- Press **Make Busy** again.
- The indicator goes off.

No Hold Conference (N.H. Conf)

This key allows you to add people to a conversation. The original party is **not** put on hold as others are added.

Adding a person to a call:

You have answered a call from the ACD Queue.

- Press **N. H. Conf**
- Dial the number of the person to be added to the call.
  OR
  Press the appropriate Direct Station Select key.
- The incoming call is not put on hold. You do not hear the phone ringing and you can still talk to the caller.
- The called person answers and is automatically connected to the conversation.
- You can repeat the process to add more people to the call.
  OR
  Press the **RIs** key to disconnect yourself from the call.

  Note: The maximum number of people that you can add to a conversation is four. This means that the total number of people in a conference, including the originator of the conference, cannot exceed six.

Override

This key allows the CAP to "break in" to an established call. The priority level of the telephone involved in the call and the level of the CAP determine whether override is permitted.

Overriding a busy signal and connecting to a call:

- You have dialed an internal call and received a busy signal.
- Press **Override**.
- You are now joined to the call in progress.

Park

Since you cannot hold multiple calls on the ACD Queue, a call can be parked in order to receive other calls. The parked call can be retrieved by the CAP or another telephone that has access to Call Park.

Note: To retrieve calls before the call timer expires, note the extension that the calls are parked on.

Parking a call on the System Park extension:

- You are on a call.
- Press **Park** twice.
- Press **Rls**.

Parking a call on an extension other than the System Park extension:

- You are on a call.
- Press **Park**.
- Dial the extension number on which you want to park the call.
- Press **Park** again.
- Press **Rls**.

Retrieving a parked call:

- Press the **DN** key.
- Dial the extension on which the call is parked if the call is parked on an extension other than the system call park number.

Note: Any telephone with access to Call Park can retrieve a call that is parked.

Privacy Release (Priv Rls)

This key allows someone to join or pick up a call that is on a private line. This "added party" must have a telephone which shows the private line.

Removing privacy from a line:

- You are on a call on a private line.
- Press **Priv Rls**.
- Any telephone that has access to this line can now join the conversation.
- To disconnect yourself from the call once someone else has joined the conversation, press the **Rls** key.

Program

This key allows you to change various display features. Data parameters such as transmission speed, parity, and terminal mode can also be changed if the CAP is equipped with an optional data adapter.

- Press **Program**.
- Use the volume control bar to scroll through the programmable features, and press the number associated with the feature you wish to program.
- Use the volume bar to adjust the feature you select.

  The display features that can be programmed using this key are:

  — Volume adjustment

  — Predial recall

  — Contrast adjustment

  — Call timer enable

  — Idle screen format

  — Language selection

  — Display diagnostics

  — Key click

Transfer

This key is used to transfer a call to an extension without having to wait for the desired party to answer.

Transferring a call without consultation:

- You have answered a call from the ACD Queue.
- Press **Transfer**.
- Dial the desired number.
  OR
  Press the appropriate Direct Station Select key.
- Press **Transfer** while you still hear the phone ringing. You are no longer connected to the call.
- If the call is not answered or forwarded by the call forward feature, it rings back to the CAP telephone (programmable in LD 15).

Transferring a call with consultation:

- You have answered a call from the ACD Queue.
- Press **Transfer**.
- Dial the desired number.
  OR
  Press the appropriate Direct Station Select key.
- Wait until the call is answered.
- The original call is put on hold.
- Speak to the person called.
- To return to the original caller without extending the call, press the ACD Queue extension key.
- To disconnect yourself from the call and connect the calling and called parties, press **Transfer** again.

Chapter 5 — Other features

Your Central Answering Position also supports other features, which are discussed in detail in this section.

Call Forward and Busy Status

The Call Forward and Busy Status (BFS) feature was designed for an environment where party A forwards their calls to party B, for screening.

Feature Operation

By using a BFS key, party B can:

- monitor, activate or deactivate the Call Forward feature of party A.
- override the Call Forward feature of party A, in order to place a call to party A.
- determine whether party A is busy on a call.
- The BFS lamp state of party B indicates whether party A is:
- forwarded and not busy (lamp in “wink” state).
- forwarded and busy (lamp in “flash” state).
- not forwarded and not busy (lamp in “dark” state).
- not forwarded and busy (lamp in “lit” state).

If the customer associated with party A has Forward Key Denied Class of Service (FKD) defined in the customer data, party A's Call Forward key becomes inoperative and party B's BFS key will operate as follows when depressed:

- party A has already been forwarded to another station by another BFS key, then party A remains forwarded to that station.
- party A has been forwarded to a DN by a remote Flexible Feature Code, then the call forward is overridden and all new calls are forwarded to party B.
- party A's calls were forwarded to party B, then party A's call forward is canceled.
- party A's call forward is not activated, then party A's calls are forwarded to party B and the CFW lamp on party A's set lights up.

If the customer associated with Party A has Forward Key Allowed Class of Service (FKA), then depressing the BFS key by party B will result in one of the following:

- party A has already been forwarded to a station other than station B, then party A remains forwarded to that station.
- party A's calls are not forwarded, then party A's calls are forwarded to party B and the CFW lamp on party A's set lights up.
- party A's calls were forwarded to party B, then party A's call forward is canceled.

Note: If party B presses the BFS key while receiving dial tone or special dial tone, the BFS key then works as an Auto Dial key to party A.

If a call originates to Party A, a CAP set with the BFS key depressed, the call will automatically transfer to the designated Call Forward/Busy number, Party B. If Party B is in Call Forward state, the call will ring three times, then immediately transfer to Party C.

In contrast, if a call originates to Party A, a CAP set without the BFS key depressed, the call will automatically transfer to Party C.

Feature Requirements

Party B must have a Meridian Digital telephone. Party A may have a Meridian Digital telephone or an Analog (500/2500 type) set, with Call Forward All Calls equipped.

A station may be monitored by a maximum of 16 other stations, using the BFS key.

The same Feature requirements apply as for Call Forward All Calls.

Feature Interactions

None.

Feature Programming

To activate this feature, use the following task list in LD 11 and LD 15.

LD 11 – Configure a BFS key

Prompt	Response	Comment
REQ:	CHG	Modify existing data.
TYPE:	xxxx xxxx M	xxxx is one of 2006, 2008, 2616, 2216, 2317, 2009, M2016, 2018, 2112, 3000 Digital telephone. If the set type is followed by an “M” then the set definition is that of a model set.
MODL	xx	Prompted if “xxxx M”, is entered in response to the “TYPE” prompt.
TN	c u	Not prompted if “xxxx M” is entered in response to the 'TYPE” prompt.
...		
KEY	nn BFS cc uu	Key number nn = 0 - 69, Busy Forward Status, TN to be monitored/screened.

LD 15 – Configure customer for Forward Key Allowed

Prompt	Response	Comment
REQ:	CHG	Modify existing data.
TYPE:	FTR	Features and Options
CUST	xx	Customer Number as defined in LD 15
....	....	....
OPT	FKA	Forward Key Allowed

Forced Camp-on/Priority Override

Forced Camp-on allows a station to "camp-on" to another party involved in an active call regardless of whether they have an internal or external call on hold. When used with Priority Override, the capability is called **Enhanced Override.** Forced Camp-on is activated automatically, (if Automatic Forced Camp-on, AFCO, is defined for the customer), or manually using the Enhanced Override (EOVR) key on Meridian Digital telephone sets, or the Enhanced Override Flexible Feature Code on Analog (500/2500 type) sets. Associated with this feature are four new station "Class Of Service" entries:

- CPFD/CPFA — Forced camp-on from another set denied/allowed.
- CPTD/CPTA — Forced camp-on to another set denied/allowed.

These are used to identify the ability of a station to invoke the camp-on feature or to be camp-on by another station.

The Priority Override feature allows an established call to be broken-in to and another call presented to the desired party. Before break-in occurs, a warning tone is given to all parties involved in the established call. The set performing the override must have a priority level equal to or higher than both sets being overridden. To activate Priority Override, the user of a Analog (500/2500 type) set must invoke a recall followed by the dialing of the Override Flexible Feature Code, while the user of a Meridian Digital telephone presses the Override key (OVR). Priority Override can also be activated using the Enhanced Override Flexible Feature Code or the Enhanced Override key (EOVR), as described in the preceding paragraph.

Associated with the Priority Override feature are seven priority levels which can be assigned to Analog (500/2500 type) and Meridian Digital telephones. This level defines the ability of one set to override another as follows:

- level 0 — This set cannot override and cannot be overridden.
- level 1 — This set cannot override but can be overridden.
- level 2 —This set can override level 1 and 2 sets and can be overridden by sets with priorities 2 - 7 (This is the default level).
- level 3-6 — Similar to level 2 —Can override sets of equal or lesser priority level other than 0, and can be overridden by sets of greater or equal priority level.
- level 7 — Can override levels 1 - 7, but can only be overridden by another set of priority 7.

Note: Camp-on is not effected by the override levels.

A new "Class Of Service" (COS), named "Override Denied/Allowed" (OVRD/OVRA) has been introduced for stations which defines the ability of a station to use or be overridden by the Priority Override feature.

Feature Operation

Several combinations of the Automatic Forced Camp-on and Priority Override features exist. Each combination provides the station with specific call scenarios. For this reason, they are detailed below.

Setting the Automatic Forced Camp-On (AFCO) prompt to "NO" in the customer data, and equipping only an "OVR" key or "OVRD" flexible feature code disallows the use of forced camp-on. The priority override feature remains operational as described above.

Setting the Automatic Forced Camp-On (AFCO) prompt to "NO", the priority level to "0" and the camp-on classes of service to CPFA and CPTA gives only manual camp-on.

Setting the Automatic Forced Camp-On (AFCO) prompt to "NO", and adding an OVR and EOVR key/FFC gives the user the option of using only priority override (OVR key/FFC) or using manual forced camp-on which is invoked by the first depression of the EOVR key/FFC, followed by priority override (Second depression of the EOVR key/FFC).

Setting the Automatic Forced Camp-On (AFCO) prompt to "YES" and equipping only the OVR key/FFC automatically applies forced camp-on where applicable, and allows the use of the OVR key/FFC to implement priority override.

Using the EOVR key/FFC with AFCO set to "YES" simulates the OVR key/FFC and attempts a priority override, unless Automatic Forced Camp-on was initially denied. In this case, forced camp-on is re-attempted.

Feature Requirements

The Flexible Feature Code package (FFC) 139 and Multiple-Party Operation package (MPO) 141 must be equipped.

All stations involved in an established call being broken into must have warning tone allowed Class of Service. Otherwise, both priority override and forced camp-on features are denied.

Priority Override and Forced Camp-on can operate independently of each other.

Priority Override and Forced Camp-on cannot be applied to telephones involved in any of the following:

- a non-established call
- a conference call
- an attendant call
- a Release Link attendant call
- an attendant call through Centralized an Attendant Service or Primary Rate Access/Integrated Services Digital Network trunk
- an ACD call
- a data call
- a parked call
- a call-waiting call
- a held call
- an operator call back or toll operator break-in call
- Make Set Busy active
- Do Not Disturb active

External trunks cannot perform priority override. They can be overridden only if they are the undesired party of an established call being broken-in to.

Feature Interactions

Multiple-Party Operation: When a consultation call is made on a set equipped with Priority Override, a control digit has to be dialed from the set to perform a recall and return the call on hold.

Override: Priority Override, when activated, replaces normal override.

Digit Display: Once Priority Override has been performed on a set, its digit display shows the DN of the overriding set.

Feature Programming

To activate this feature, use the following task list in LD 10, LD 11, LD 14, LD 15, LD 16 and LD 57.

LD 10 – Configure Forward Camp-on/ Priority Override on a set.

Prompt	Response	Comment
REQ:	CHG	Modify the existing data.
TYPE:	500	500/2500 telephone data block
	500 M	Model set.
MODL	xx	Only prompted if “xxx M” is entered in response to the “TYPE” prompt.
TN	c u	Not prompted if “500 M” is entered in response to the 'TYPE” prompt.
....		
CLS	CPFA	Forced Camp-on from another set allowed
	CPTA	Forced Camp-on to another set allowed
	WTA	Warning Tone allowed
....		
PLEV	0-(2)-7	Priority Level. 2 = set can override sets of level 1 and 2, and can be overridden by sets of level 2-7. ***Note:*** Prompted when POVR package is equipped.

LD 11 – Configure Forward Camp-on/ Priority Override on a set.

Prompt	Response	Comment
REQ:	CHG	Modify existing data.
TYPE:	xxxx xxxx M	xxxx is one of 2006, 2008, 2616, 2216, 2317, 2009, M2016, 2018, 2112, 3000 Digital telephone. Model set.
MODL	xx	Only prompted if “xxxx M” is entered in response to the “TYPE” prompt.
TN	c u	Not prompted if “xxxx M” is entered in response to the 'TYPE” prompt.
....		
CLS	CPFA	Forced Camp-on from another set allowed
	CPTA	Forced Camp-on to another set allowed
	WTA	Warning Tone allowed
....		
PLEV	0-(2)-7	Priority Level. 2 = set can override sets of level 1 and 2, and can be overridden by sets of level 2-7. Prompted when POVR package is equipped.
KEY	xx OVR	Key number, override.
	xx EOVR	Key number, enhanced override.

LD 14 – Configure Warning tone Allowed.

Prompt	Response	Comment
REQ	CHG	Modify existing data.
TYPE	aaa	Trunk type.
....		
CLS	WTA	Warning tone Allowed

LD 15 – Configure Multi Party Operations

Prompt	Response	Comment
REQ:	CHG	Modify existing data.
TYPE:	MPO	Multi Party Operations data block
CUST	0-31	Customer Number
....		
AFCO	YES	Automatic Forced Camp-on. Prompted when the POVR package is equipped.

LD 16 – Configure Priority Level in route data

Prompt	Response	Comment
REQ	CHG	Modify existing data.
TYPE	RDB	Route data block.
CUST	xx	As defined in LD 15
DMODL	1-127	Default model number for this route.
ROUT	0-127	Route Number
TKTP	xxx	Trunk data block.
....		
PLEV	0-(2)-7	Priority Level. 2 = set can override sets of level 1 and 2, and can be overridden by sets of level 2-7. Prompted when POVR package is equipped.

LD 57 – Configure Felxible feature codes

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
....		
	EOVR	Enhanced Override FFC.
	OVRD	Override/Priority Override.

Meridian 1

Option 11C and 11C Mini

Central Answering Position Guide

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